![SKILLINGS EDUCATION — SKILL UP YOUR WORKPLACE]

SKILLINGS EDUCATION
TRAINING HANDBOOK

Your Guide to the SKILLINGS Education
Learning Portal
2025/2026

Personal Development
Your Learning.
Your Way.

On-Demand
Real-world training,
ready when you are.

Professional Growth
From quick skills
to full programs
— your learning,
unlocked.

Team Solutions
Courses that grow
with you — and
your team.

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

WELCOME! A MESSAGE FROM OUR FOUNDER

"Property projects succeed when people share the same playbook."
— **Karen Skillings, Founder**

The real-estate and construction sectors move fast—and the knowledge required to deliver results moves faster. SKILLINGS Education was created to close that gap. We are **Australasia's leading provider of on-demand real estate and property education for individuals and organisations**, trusted by teams in 20+ cities across APAC and now hosting **500+ self-guided courses** that translate decades of on-the-ground experience into practical, career-shaping skills.

Our founding belief is simple: **training should do more than tick a box**. It should make tomorrow's client meeting easier, the next negotiation sharper, and every project milestone more predictable. That's why every SKILLINGS course—whether a 20-minute short course or a 12-week learning path—follows an applied learning cycle: **retrieve**, **understand**, **practise**, **apply**.

What makes us different?
- **Dual-perspective design.** You don't just learn your role—you learn the roles you interact with, so collaboration improves by default.
- **Built by practitioners.** Our team are valuers, capital markets professionals, change managers, asset strategists, and educators who have spent a collective 200+ years solving the problems you face today.
- **Flexible by nature.** Mobile-first modules, on-demand access, certificates for CPD, and the freedom to start learning the moment you need an answer.

Whether you're an individual accelerating your own development or an organisation scaling capability across regions, we're here to help you **learn faster, work smarter, and achieve more.**

Thank you for choosing SKILLINGS Education as your learning partner.

Karen Skillings
Founder & Managing Director
SKILLINGS Education Group

TABLE OF CONTENTS

ABOUT SKILLINGS EDUCATION

WHO WE ARE

SKILLINGS Education is the first—and still the only—fully comprehensive, self-guided learning platform built exclusively for the real-estate and construction industries.

From a single prototype course in 2016, we have grown into a global resource serving professionals in **28 cities**, with a library of more than **500 on-demand courses** covering the entire property lifecycle.

WHY WE EXIST

Real-estate projects succeed when the leasing agent understands the project manager, the workplace strategist grasps the procurement brief, and the asset manager can speak the language of ESG. Traditional training treats those roles in isolation; we don't.

Our mission is to **fast-track capability** across the sector by packaging decades of lived experience into concise, scenario-based learning that professionals can consume exactly when they need it.

WHAT SETS US APART

Dual-Perspective Learning
Every course explores both your responsibilities and the objectives of the people you collaborate with—so teams align sooner and friction drops.

Practitioner-Led Content
Courses are created by valuers, change managers, architects, project managers, quantity surveyors and academics who have delivered projects on four continents.

Modular & Flexible
Short Courses (20-40 min), Applied Mini Courses (40-180 min) and Learning Paths (2-12 weeks). Learn during a commute or binge an entire pathway over a weekend.

Outcome-Driven Design
Based on the Marzano & Kendall knowledge-utilisation model: Retrieve → Understand → Practise → Apply. Learners leave with tools they can use tomorrow.

Credential & CPD Ready
Digital certificates for every course; CPD-aligned hours for professional bodies; easy LinkedIn sharing.

ABOUT SKILLINGS EDUCATION

OUR IMPACT

573,000+ learning minutes streamed worldwide

83% complete every course they start.

85% return to upskill again.

90% average assessment scores — learners truly master the material.

95% finish their course in a single day.
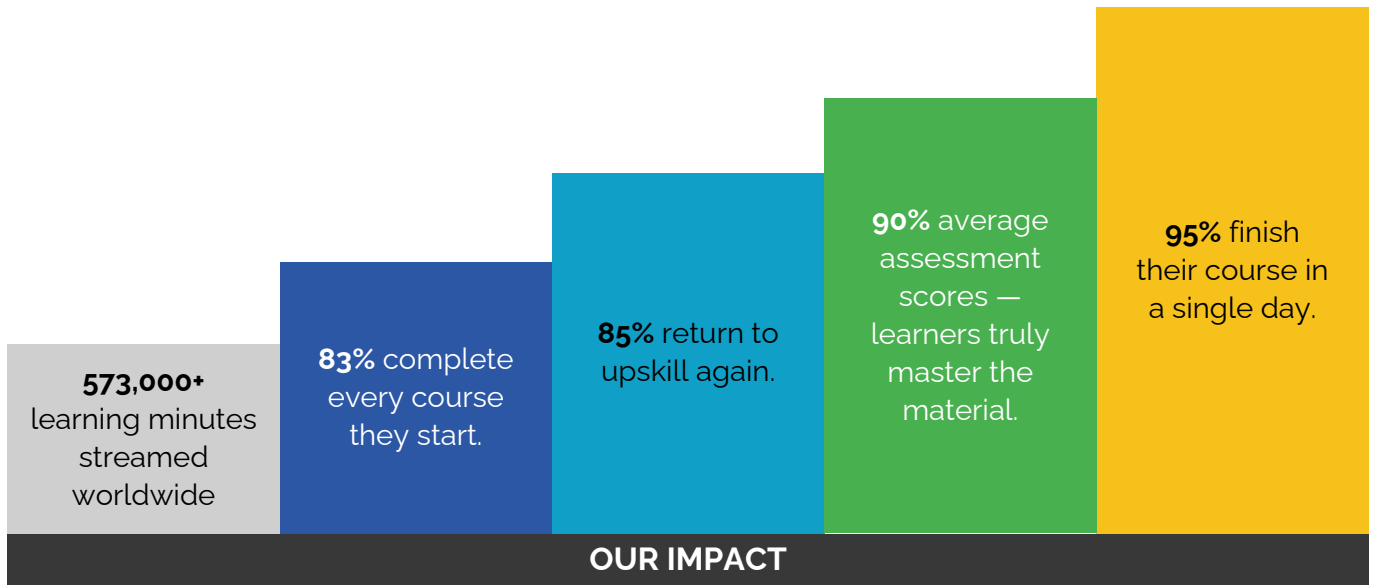
> The combination of hardcopy and softcopy manuals, plus email support and LMS access, made the training easy to roll out. Our team appreciated being able to learn in their own time while still getting hands-on support.
>
> — **Bob Hughes**,
> Director, Balfrans Removals

Whether you're a **career changer** decoding commercial leasing, a **portfolio team** rolling out ESG initiatives across assets, or a **global firm** seeking consistent standards across regions, SKILLINGS Education is your partner in building confident, project-ready talent.

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

👥 OUR PEOPLE

Great content only happens when deep industry know-how meets sharp learning design.

SKILLINGS Education's faculty is a blend of valuers, project directors, change strategists, architects, academics and capital-markets professionals who have delivered landmark assets, workplace transformations and corporate programmes on four continents.

Together, they translate decades of lessons learned into concise, scenario-driven courses you can apply tomorrow.

KAREN SKILLINGS
Founder & Managing Director
25-year workplace-change practitioner and creator of the 500-course SKILLINGS library. Karen drives product vision and still consults on flagship bespoke programmes.

NAOMI SWAN
Curriculum Lead, Real Estate
Former capital-markets and commercial valuation professional. Naomi ensures every new course aligns to market needs and forges partnerships with industry bodies and enterprise clients.

DR ALAN YU
Instructional Design Advisor
Ph.D. in Leadership Studies, ex-UI/UX designer. Alan steers our learning science —blending adult-learning theory with engaging digital experiences.

CAROLINE BALDWIN
Curriculum Design Lead
LSE-trained educator with 15 years designing global L&D programmes. Caroline converts subject-matter expertise into structured, outcomes-driven pathways.

CAROLYNE HOLMES
Faculty – Change Management & Workplace Strategy
15 years managing business and technical transformations. Carolyne's modules help teams navigate people-place-process change at scale.

OUR PEOPLE

GREG HOHNS
Faculty – Project Management
Former commercial-fit-out tradesman turned educator. Greg anchors PM content in real site conditions and practical risk management.

VARGAS VARGAS III
Faculty – Design Management
Architect & project consultant with 10+ years across residential, commercial and institutional builds. Brings design-to-construction realism to our courses.

TAY WAN WEI
R&D Engineer & Course Coordinator
Engineer specialising in concept-to-prototype delivery. Tay supports course builds, works with clients and coordinates course registration.

GRETHEL DEJARESCO
eLearning Development Specialist
20-year technologist and multimedia creator. Grethel turns complex topics into intuitive, interactive modules.

> "When I first stepped into commercial property, I was learning through trial-and-error or leaning on a very patient mentor. That isn't a scalable model. **SKILLINGS Education** gives the next generation the playbook I wish I'd had on day one.
>
> — **Naomi Swan**

KEITH WHENMOUTH
Faculty – Property & Procurement
40-year career spanning design consultancy, project direction and government portfolio management. Keith's lessons compress a lifetime of property wisdom.

TAY WEI JIAN
Technical & Online Marketing Support Specialist
Combining technical savvy with marketing insight, Jian brings curiosity and continual learning to deliver responsive, innovative support and uphold the highest training standards.

COURSE FORMATS & DELIVERY

Choose the depth you need, access it the moment you need it.

HOW YOU CAN LEARN WITH SKILLINGS EDUCATION

SKILLINGS Education offers **six tiers of content** so you can match learning time to business pressure:

1 **Short Course** | Access Duration: 1 - 2 weeks
One laser-focused topic—perfect for pre-meeting refreshers.

2 **Applied Mini Course** | Access Duration: 2 - 4 weeks
Scenario labs, templates & quick wins for role specialists and team huddles.

3 **Curated Learning Path** | Access Duration: 2–12 weeks
Step-by-step journey through a discipline—ideal for pivots or promotions.

4 **Customised Learning Path** | Access Duration: Flexible
Your pick of our 500 modules, organised for a specific cohort or project sprint.

5 **Bespoke Course** | Access Duration: Custom
Built from scratch around your workflows, data & compliance needs—hosted on our bespoke LMS.

6 **Collection and Bundle** | Access Duration: Monthly / Quarterly / Annual
Curated sets of short courses offering flexible, on-demand learning aligned to specific roles, skills, or workplace needs.

COURSE FORMATS & DELIVERY

Choose the depth you need, access it the moment you need it.

DELIVERY THAT FITS MODERN WORKFLOWS
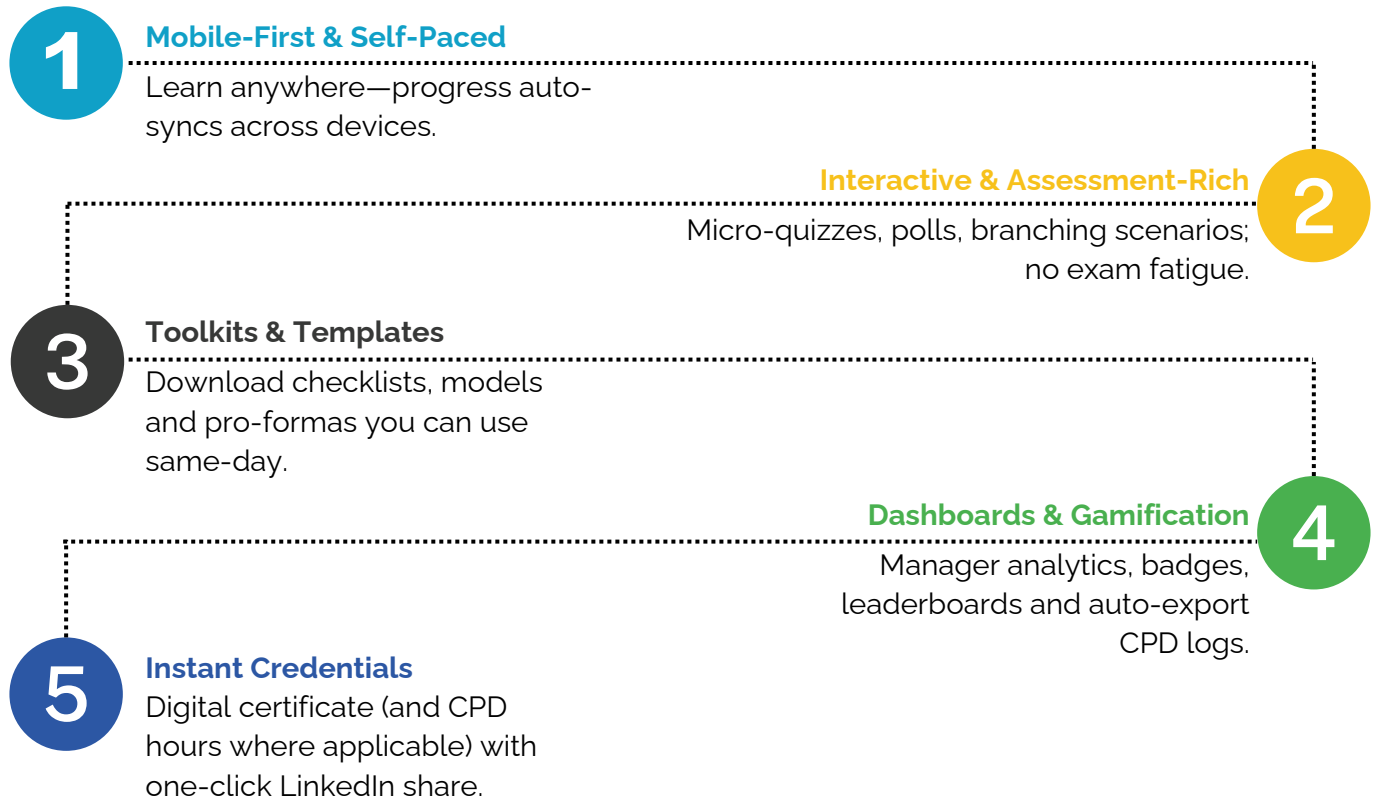
1 Mobile-First & Self-Paced
Learn anywhere—progress auto-syncs across devices.

2 Interactive & Assessment-Rich
Micro-quizzes, polls, branching scenarios; no exam fatigue.

3 Toolkits & Templates
Download checklists, models and pro-formas you can use same-day.

4 Dashboards & Gamification
Manager analytics, badges, leaderboards and auto-export CPD logs.

5 Instant Credentials
Digital certificate (and CPD hours where applicable) with one-click LinkedIn share.

> **"** I am all for the training resources in Commercial - they really do lack the guidance and information unlike residential. As a new business owner myself within Commercial I was so pleased to finally find a course that covered it. **"**
>
> — **Kristy McMillan**,
> Director, Cornerstone Commercial

WHO WE HELP

Training is most impactful when it's practical, timely, and role-specific. SKILLINGS Education delivers tailored learning for **three core groups**:

1. Individual Professionals

From first steps to career growth.

Career Changers:
Quick-start Short Courses and Learning Paths for fast entry into commercial property—no degree needed.

Career Advancers:
Mini-Courses and targeted Paths to build strategic skills for lateral moves or promotions.

Just-in-Time Learners:
Micro-modules and searchable resources for instant answers—learn and apply in under an hour.

Why it works:
Mobile-friendly, affordable (from $9.99), instant CPD certificates.

2. Enterprise & L&D Teams

Scale knowledge. Close skill gaps.

Built For You:
Custom courses mapped to your systems and compliance, hosted on our LMS.

Built With You:
Co-designed learning paths from our 500+ course library, branded for your teams.

Built By You:
Self-serve access to assign and track courses for ad-hoc or just-in-time training.

Why it works:
Cohort dashboards, auto-reporting, seamless onboarding.

WHO WE HELP

3. Recruitment & Talent Partners

Better briefs. Stronger hires. Faster onboarding.

Candidate Upskilling:
Recommend free Short Courses to jobseekers—boost placement success.

Recruiter Library:
Access role guides, competency checklists, and industry insights.

Partner Program:
Co-brand or embed SKILLINGS Education content in your talent solutions.

Why it works:
Wider talent pools, added client value, verified skills for every placement.

> "SKILLINGS Education made everything easy—Karen managed the entire process seamlessly, working across time zones with total dedication. The process was collaborative, creative, and flexible."
>
> — **David Leung**, Corporate Solutions Manager, Savills APAC

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

💻 PLATFORM & SUPPORT

Learning should be seamless—on any device, in any location, at any hour. That principle drives the **SKILLINGS Education platform**, a cloud-based LMS designed for fast-moving property teams and scalable enterprise roll-outs.

Learner Experience

Mobile-Responsive Design

The platform is accessible on phones, tablets, and desktops, allowing learners to study wherever it suits them.

Easy Access

Learners can launch courses directly from their devices, with a user-friendly interface designed for minimal barriers to learning.

Interactive Learning

Courses include quizzes and scenario-based activities to reinforce understanding and engagement.

Practical Resources

Many courses offer downloadable checklists, templates, and other tools to support immediate application on the job.

Digital Certificates

Learners receive digital certificates upon course completion, which can be shared online.

95 % of learners complete a module the same day they start it—because the platform never gets in the way.

💻 PLATFORM & SUPPORT

Learning should be seamless—on any device, in any location, at any hour. That principle drives the **SKILLINGS Education platform**, a cloud-based LMS designed for fast-moving property teams and scalable enterprise roll-outs.

Manager Dashboards & Analytics

Progress Tracking

Managers can monitor learner completions and progress through real-time dashboards.

Reporting Tools

The platform supports automated reporting to help teams and organisations track learning outcomes.

Compliance Support

Completion records and certificates are stored for easy access and compliance review.
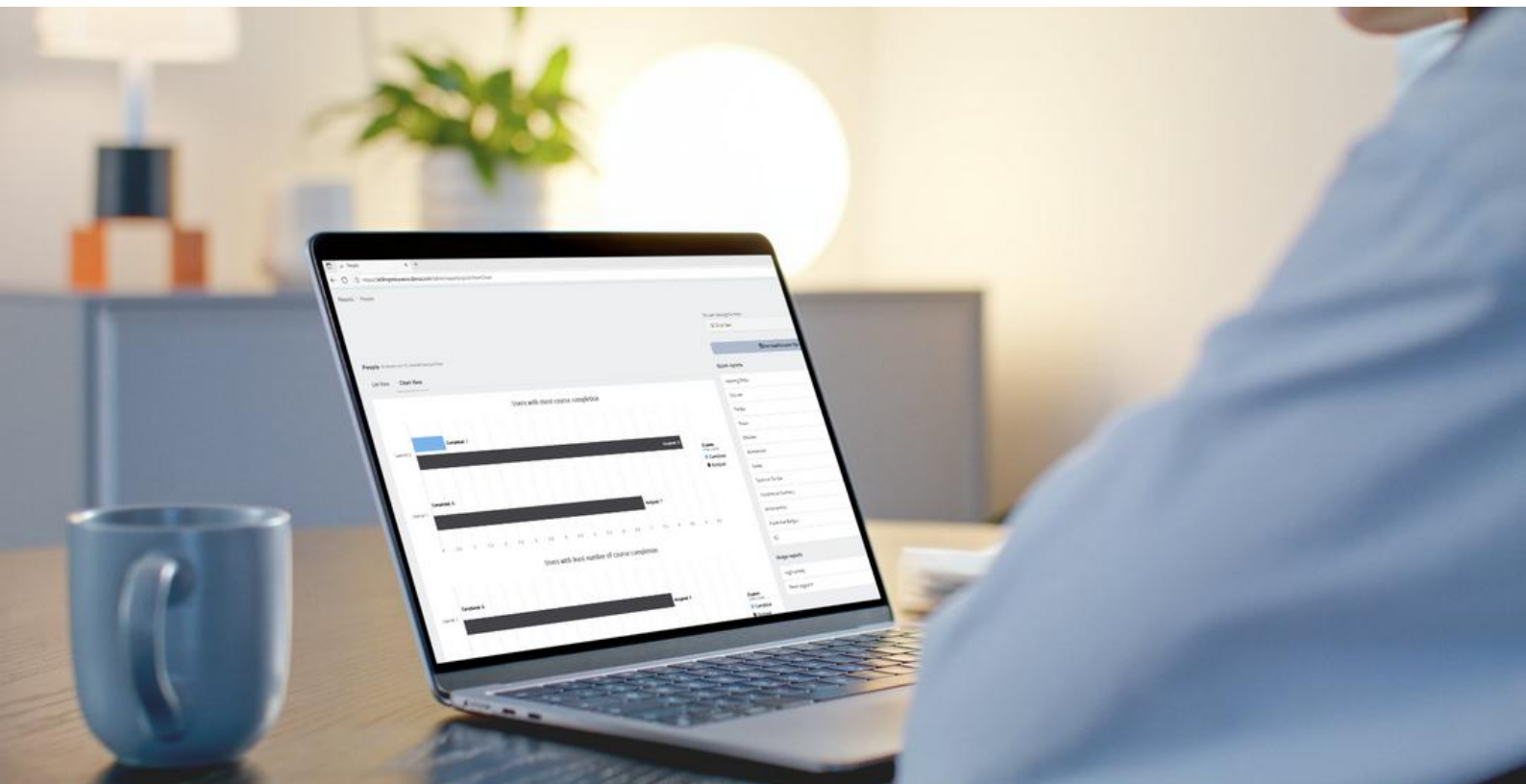
🖥️ PLATFORM & SUPPORT

Learning should be seamless—on any device, in any location, at any hour. That principle drives the **SKILLINGS Education platform**, a cloud-based LMS designed for fast-moving property teams and scalable enterprise roll-outs.

Technical Requirements

Device Compatibility
The platform works on desktop and laptop computers, as well as iOS and Android mobile devices.

Browser Support
Compatible with major browsers including Chrome, Edge, Safari, and Firefox.

Accessibility
The platform is designed with accessibility in mind and aims to support a wide range of learners.

PLATFORM & SUPPORT

Learning should be seamless—on any device, in any location, at any hour. That principle drives the **SKILLINGS Education platform**, a cloud-based LMS designed for fast-moving property teams and scalable enterprise roll-outs.

Help & Support

Learner support:
Assistance is available via email or phone for any technical or course-related questions.

Enterprise support:
Organizations have access to customer success support for onboarding and rollout.

Knowledge base:
Learners and managers can access online resources, including FAQs and how-to guides.

Need human help?
Call +61 1300 231 176 or
Email: info@skillingseducation.com.au
—real people, not bots.

TESTIMONIALS & CASE STUDIES

Real-world impact is the only KPI that matters. Below is a snapshot of how organisations and individual practitioners have used **SKILLINGS EDUCATION** to accelerate capability, reduce project risk, and raise the bar on service delivery.

Savills APAC – Corporate Solutions Division
Case Study

Challenge

Savills sought to expand an existing professional development program across the APAC region. While early advocates engaged well, uptake among harder-to-reach employees remained limited. Without a formal internal training structure, most learning had been informal—relying on peer shadowing or external qualifications. The core challenge was scaling adoption and ensuring the program was seen as genuinely valuable, not just a compliance task.

Solution

SKILLINGS Education partnered closely with Savills to deliver a collaborative and highly tailored '**Built With You**' program.
- Content was co-developed through an iterative process, with regular previews and feedback loops.
- A mix of short courses and executive-focused videos were designed for accessibility across markets.
- The rollout began with handpicked participants, evolving into a nomination-based model to broaden reach.

> "We partnered closely with SKILLINGS Education to design and deliver five bespoke learning programs under significant time pressure. From initial consultation to full rollout took only a couple of months. The team were responsive and agile, ensuring the content was tailored to our specific needs and ready to launch on schedule."
>
> — **Adam Evennett**, Regional Director, Global Occupier Services, Savills APAC

Results

230+ staff completed the training across APAC.	Participants demonstrated interdisciplinary thinking, applying knowledge from workplace, project management, and facilities into client engagements.	Staff were equipped with new tools to open client conversations and identify additional revenue opportunities.	The program influenced strategic discussions on how to train CRE professionals for the digital age.

👍 ENDORSEMENTS & EXPERIENCES

WHAT OUR CLIENTS SAY

A collection of real stories from senior decision-makers and individual learners across SKILLINGS Education programs.

> " SKILLINGS Education has been an invaluable partner in upskilling our corporate real estate teams at Savills. Over 200 of our colleagues have completed training in Commercial Leasing, Workplace Strategy, and Project Management. The flexibility and practical focus of the courses mean our teams can immediately apply what they learn—ultimately helping us deliver stronger outcomes for our clients. "
>
> — **David Leung**,
> Corporate Solutions Manager, Savills APAC

> " My team are already applying what they learn in their day-to-day work – I can see the difference in our lease briefs. "
>
> — **Rod Baxter**,
> Strategic Property Manager, Redland City Council (AUS)

> " First diploma I'd done in years. The support was brilliant and the qualification now sits proudly on my CV. "
>
> — **Mike Green**,
> Tenant Services Manager, Origin Energy (AUS)

> " What stood out was how precisely the courses addressed the nuances of commercial property and corporate occupier services. From lease negotiation to hybrid workplace strategy, the content was directly applicable to our teams' day-to-day challenges, with real Savills examples woven in. "
>
> — **Adam Evennett**,
> Regional Director, Global Occupier Services, Savills APAC

> " I am all for the training resources in Commercial – they really do lack the guidance and information unlike residential. As a new business owner myself within Commercial I was so pleased to finally find a course that covered it. "
>
> — **Kristy McMillan**,
> Director, Cornerstone Commercial

> " It was great to finally find training tailored to commercial removals. The course content reflected real challenges we deal with every day—not just generic safety or compliance talk. "
>
> — **Bob Hughes**,
> Director, Balfrans Removals

BY THE NUMBERS

90% average assessment score — high knowledge retention

83% average course completion rate — well above industry benchmarks

95% complete within a single day — proving fast, focused delivery

85% complete more than one course — showing long-term value

573,000+ minutes of learning streamed — trusted by professionals worldwide

☎ CONTACT & ENROLMENT

Ready to start learning?—Here's how.

If you're an individual
1. Browse courses at skillingseducation.com.au—filter by topic, role or duration.
2. Add to cart and complete secure checkout (Visa, Mastercard, Amex, PayPal).
3. Instant access. Your login and course link arrive in seconds; start learning on any device.

If you're an organisation
1. Book a 30-minute demo. We'll map goals, roles and data-feeds.
2. Choose delivery model—Built For You, Built With You, or Built By You.
3. Launch. We handle SSO, SCORM/xAPI, and manager-dashboard set-up.

If you're a recruiter / partner
1. Refer a candidate via info@skillingseducation.com.au—include role brief & gap analysis.
2. We recommend micro-courses to close the gap—free to the candidate.
3. Placement support—certificate evidence delivered to both recruiter and client.

Talk to a real person

General Enquiries: info@skillingseducation.com.au

Phone (AU): +61 1300 231 176

Head Office:
Brisbane, Australia

Book a demo or strategy call

Visit **skillingseducation.com.au/book-a-demo**.
Choose your slot—one of our learning consultants will confirm within one business day.

COURSE CATALOGUE

A quick-view index of every on-demand title in the SKILLINGS Education library.

How This Course Catalogue is Organised

All courses are grouped into **11 subject libraries** (listed below). Inside each library, you'll find content in the same consistent order:

Curated Learning Paths
Multi-week journeys bundling several courses into a complete skill track.

Applied Mini Courses
Scenario workshops with real-world context.

Short Course Index
Micro-lessons for rapid upskilling.

Course Subject Libraries

Change Management

Leasing & Tenant Advisory

Customer Experience

Design Management

Facilities Management

Leadership Series

Project Management

Landlords & Property Management

Relocation Management

Workplace Experience

Workplace Strategy
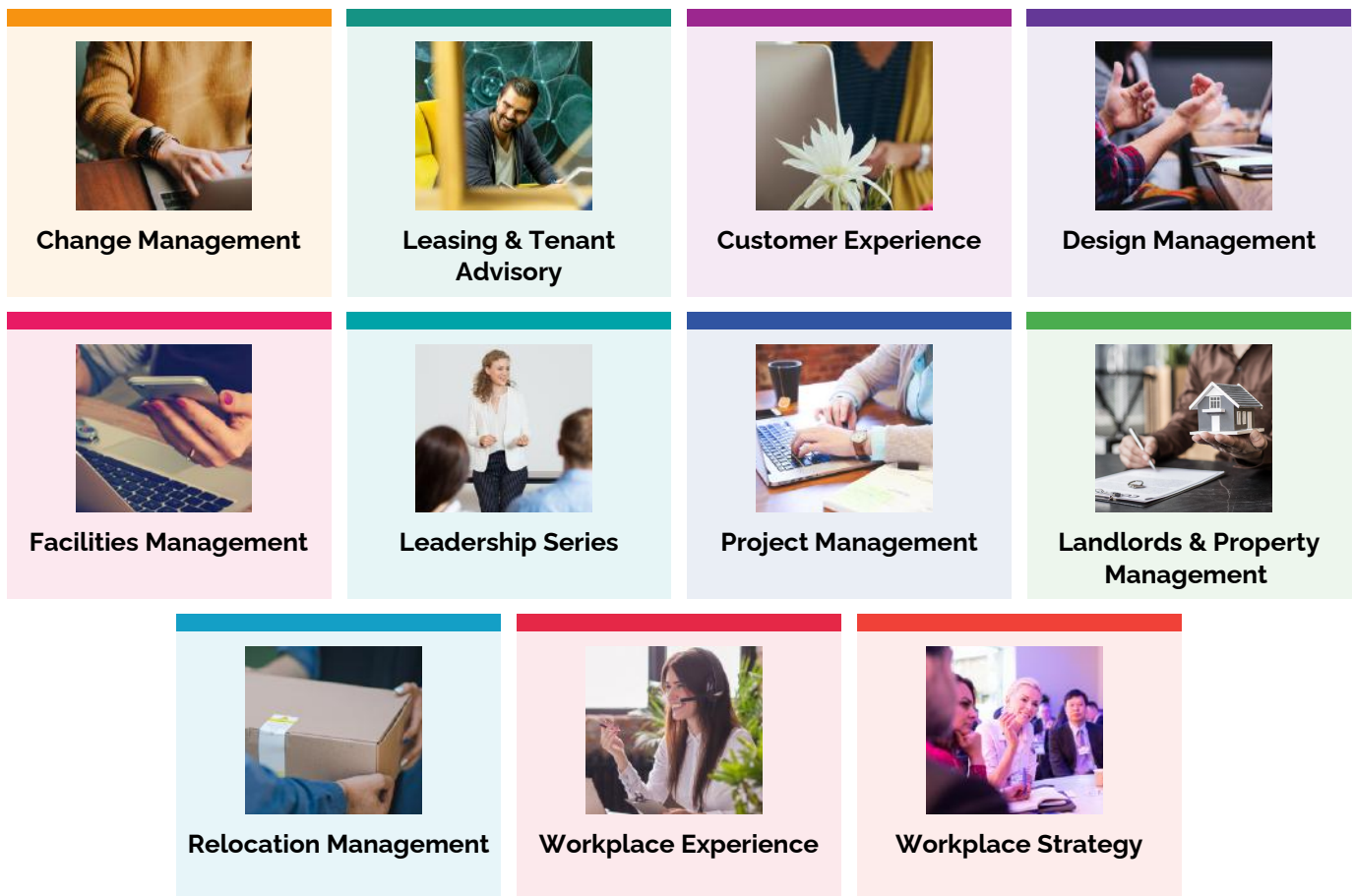
To help you browse with ease, course listings may include icons that highlight key features:

- Learning Mode
- Difficulty Level
- Recommended Study Time
- Course Fee
- Recognition Included

COURSE CATALOGUE

A quick-view index of every on-demand title in the SKILLINGS Education library.
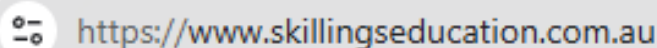
Finding These Courses Online

All titles in this appendix can be browsed and purchased directly on the SKILLINGS Education website.
Note: Some courses listed here may not yet appear online for every subject library.

How to Browse

1 Go to SKILLINGS Education website *(https://www.skillingseducation.com.au/)*

https://www.skillingseducation.com.au

2 Open the top-menu item **EXPLORE COURSES**

SKILLINGS EDUCATION
SKILL UP YOUR WORKPLACE

TRAINING SOLUTIONS ∨   EXPLORE COURSES ∨   NEWS ∨   PRICING   ABOUT US   **BOOK A DEMO**
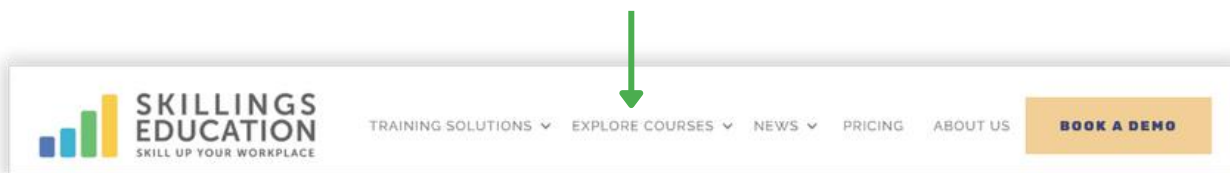
3 Use the drop-down to browse in three different ways:

Website Filter	What It Shows You	When to Use It
Career Focus	Curated lists mapped to job families (e.g., Asset Management, Workplace Strategy, Commercial Leasing)	You know the role you're training for and want every relevant course in one place.
Topics	Micro-filters such as Lease Terms & Clauses, Risk Mitigation, Space Planning	You need targeted content on a single concept or skill.
All Courses	The master list with on-page search, level, and price filters	You prefer to self-navigate or compare multiple subjects at once.

CHANGE
MANAGEMENT

Equip teams to plan, communicate & land workplace change with confidence.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Change Project Foundations

- Administration Tasks – Get Access, Get Clearances, and Get Help to Get Started
- Change Leadership – Learn About the Characteristics of a Change Leader
- Change Managers Scope of Service – What's in Your Role?
- Project Set Up Announcements – What are the Key Announcements and Who Makes Them?
- Research – Find Out How the Decisions Were Made
- What You Need to Know Before Starting a Change Project
- Workplace Change Program – Evaluate the Role

Change Strategy & Stakeholder Planning

- Building a Change and Communication Strategy
- Business Unit Requirements Gathering – Get to Know What's Going on in the Business
- Change and Communication Strategy Attributes – Your Key Success Factor Document
- Communication Engagement Plan – How Will You Deliver Messages to the Business?
- Effective Stakeholder Collaboration in Accommodation Projects
- Exploring Staff Needs: The Origins of "In Focus" Topics
- Stakeholder Requirements Gathering and the Communications Plan

Communication Tools & Information Packs

- Boost Team Collaboration with Workplace Communication Tools
- Creating Effective Information Packs for Workplace Projects

Operational Considerations in Change

- Car Parking Arrangements – The Change Managers Involvement and What You Need to Know
- Child Care – Challenges and Changes for Your Employees

Prototyping & Space Readiness

- Meeting Spaces – What are the Work Point Functionalities for All Meeting Spaces in the New Office?
- Prototype Space – Pilot Space
- Prototype Space: Setting Up Your Work Lab
- Readiness Activities – Preparing for the Relocation
- Refining Spaces: A Strategic Approach to Prototype Evaluation
- Select a Prototype Style for Your Project – The Involvement of the Project Team

Technology Change Management

- IT Discovery – Capturing Current and Future Requirements
- IT Testing & Feedback – Feedback on the Initiatives
- New Technology Rollouts – And User Guides
- Microsoft Teams for Business – What Staff Need to Know
- Technology Early Adopters – Getting Your Teams on Board
- Technology Testing for High End Users
- The Physical Move – Your IT Work Streams Role

Workshops, Feedback & Lessons Learned

- Internal Factors for Lessons Learned – Researching How Things Went in Previous Projects
- Lessons Learned Workshops – Capturing Feedback
- Leveraging Lessons Learned for Project Success
- Project Meeting Agendas

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

SKILLINGS EDUCATION
SKILL UP YOUR WORKPLACE

CHANGE
MANAGEMENT

Equip teams to plan, communicate & land workplace change with confidence.

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Change Sustainability Workshop

Organise, run & message a workshop that re-educates staff and surfaces "what's not working."

E-learning		120 min	
Intermediate		AUD $34.99	

Introduction to Workplace Change

Map client needs & structure a full Change Programme—from charter to checkpoints.

E-learning		80 min	
Intermediate		AUD $34.99	

Technology & The Employee Experience

Convert discovery insights into spatial principles, tech standards & CX-led change.

E-learning		60 min	
Intermediate		AUD $24.99	

Creating Strategy & Encouraging Campaigns

Build governance, craft campaigns & win stakeholder buy-in for transformation.

E-learning		40 min	
Intermediate		AUD $17.99	

Employing Best-Practice Policies & Programmes

Capture aspirations, shape policy improvements & link design intent to daily work.

E-learning		40 min	
Intermediate		AUD $17.99	

Linking Reward to Accomplishment of Results

Plan ceremonies, readiness & recognition events that reinforce new behaviours.

E-learning		40 min	
Intermediate		AUD $17.99	

Making Use of Strategic Leadership

Leverage exec drivers to champion change & accelerate initiatives.

E-learning		40 min	
Intermediate		AUD $17.99	

Developing a Change Programme — The First 3 Months

Build channels, map stakeholders & craft a 90-day momentum plan.

E-learning		60 min	
Intermediate		AUD $24.99	

CURATED LEARNING PATHS
(Multi-week journey • From AUD $180.00 ea • Self-paced)

Coming Soon — register your interest
info@skillingseducation.com.au

LEASING &
TENANT ADVISORY

Navigate every phase of the deal—strategy, search, execution & exit—with data-driven confidence.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Client Engagement & Strategy Development

- Portfolio Strategy Finalisation: Secure Stakeholder Consensus
- Premises Readiness – And the Help of the Occupier Focused Service Team
- Strategic Brief Alignment: Bridge Business Goals & Property Solutions
- Strategic Needs Analysis for Commercial Real Estate Decisions
- Strategic Space Optimization: Stay vs. Go Analysis
- Strategic Tenant Rep Brief Development
- The Property Acquisition Plan – Methodology Used by the Tenant Representative
- The Role of the Tenant Representative – Attributes and Engagement
- Understanding the Needs of the Business
- Workplace Strategy and Space Planning

Inspections, Options & Shortlisting

- Familiarizing with What's on the Market
- From Search to Shortlist: Preferred Options & Lease Negotiations
- Premises Sourcing – Preparing the EOI and the Review of Market Submissions
- Reviews and Inspections – Getting the Client across the Options

Lease Execution & Documentation

- Functions and Skills of the Lease Admin
- Introduction to Commercial Leasing – Lease Types and Rental Structures
- Introduction to Commercial Leasing – Sub-leasing
- Introduction to Lease Abstraction
- Lease Admin Analytics and Tools
- Negotiation and Heads of Agreement – Requesting the Heads
- Negotiation and Heads of Agreement – Concluding the Deal
- Outsourcing of Lease Abstraction

Lease Execution & Documentation (cont.)

- Strategic Leasing Due Diligence: Mitigate Lease Execution Risks

Lease Exit & Transition Planning

- Lease Exit & Makegood Obligations Mastery
- Lease Exit Strategy
- Transition Planning – Risk Profiles and Relocation Strategy

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Real Estate Portfolio Management - Lease Admin and Management

Master modern lease admin, abstraction workflows, vendor outsourcing and analytics dashboards.

🎓 E-learning	⏱ 80 min
📊 Beginner	💲 AUD $34.99

The ABCs of Commercial Real Estate Language

Must-know CRE terms so new starters speak the language from day one.

🎓 E-learning	⏱ 80 min
📊 Beginner	💲 AUD $49.99

Evaluation & Analysis

Compare preferred vs secondary options and negotiate deals that protect client interests.

🎓 E-learning	⏱ 40 min
📊 Intermediate	💲 AUD $17.99

info@skillingseducation.com.au 📞 1300 231 176 🌐 skillingseducation.com.au

LEASING &
TENANT ADVISORY

> *Navigate every phase of the deal—strategy, search, execution & exit—with data-driven confidence.*

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Lease Disposal & Exit

Build compliant exit strategies and manage make-good obligations to return premises worry-free.

🎓 E-learning   🕐 40 min

📊 Intermediate   💲 AUD $17.99

CURATED LEARNING PATHS
(Multi-week journey • From AUD $180.00 ea • Self-paced)

- The Fundamentals of Commercial Leasing - For Real Estate Professionals [Page 25]
- Commercial Property Needs Analysis & Strategy – Unlocking Data-Driven Insights [Page 26]

More details on the curated learning path(s) are provided on the following page(s).

- Curated Learning Path
- Beginner - Suitable for all experience levels
- ~1.5 hours per week 12-week access self-paced
- AUD $799.99
- Digital Certificate · 20.5 CPD Credits

THE **FUNDAMENTALS** OF COMMERCIAL LEASING
For Real Estate Professionals

COURSE OVERVIEW

This program provides a comprehensive introduction to the commercial leasing process, equipping professionals with the knowledge, tools, and strategies to manage leasing transactions confidently. Participants will develop the skills to engage stakeholders, negotiate lease terms effectively, and apply best practice standards throughout the leasing lifecycle.

LEARNING OBJECTIVES

By the end of this course, participants will be able to:
- Describe the key roles, responsibilities, and interactions involved in commercial lease transactions
- Prepare and negotiate agency agreements and Heads of Agreement (HOA)
- Identify and structure critical terms within leasing proposals
- Conduct due diligence and property assessments to minimise risk
- Apply legal documentation requirements and ensure compliance
- Manage make-good obligations and lease finalisation

CORE MODULES COVERED

Part 1 – Foundations
- Stakeholders in Leasing Transactions
- Agency Agreements and Fees
- Building Grades, Inspections, and Transaction Setup
- Introduction to Lease Structures and HOA
- Commercial Property Terminology

Part 2 – Leasing Proposals
- Rent Reviews and Lease Adjustments
- Incentives and Contributions
- Financial Security Instruments
- Make-Good Obligations

Part 3 – Lease Execution
- Legal Documentation: REI Forms vs Solicitor Forms
- Finalising Agreements and Initiating Occupancy

SKILLS AND COMPETENCIES DEVELOPED

- Commercial leasing fundamentals
- Transaction structuring and negotiation
- Due diligence and property assessment
- Risk management and compliance
- Stakeholder communication and relationship management
- Legal and regulatory awareness

PROGRAM FEATURES

- Flexible, self-paced online delivery
- Downloadable Participant Guide and Course Resource Workbook
- Interactive video tutorials, case studies, and knowledge checks
- Dedicated learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Take the next step to build your capability and confidence in commercial leasing.

*or click **here** to access the enrolment page.*

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

Curated Learning Path

Beginner - Suitable for all experience levels

~1.0 hours per week
4-week access
self-paced

AUD $280.00

Digital Certificate ·
3.5 CPD Credits

COMMERCIAL PROPERTY NEEDS ANALYSIS & STRATEGY
Unlocking Data-Driven Insights

COURSE OVERVIEW

This program equips professionals with the skills to extract, analyse, and translate business needs into strategic property decisions. You will learn how to develop high-impact client briefs, benchmark locations, and secure alignment across stakeholders—ensuring every property strategy is data-driven and fit for purpose.

LEARNING OBJECTIVES

By completing this course, participants will be able to:
- Communicate and document business needs, vision, and objectives before market engagement
- Develop and validate client project briefs aligned with organisational goals
- Identify effective discovery activities to inform workplace strategy
- Benchmark existing and prospective locations to guide stay-or-go decisions
- Engage subject matter experts to enrich the discovery process
- Secure leadership endorsement of strategic recommendations

CORE MODULES COVERED

1. Needs Analysis and Strategy Development
- Approach for undertaking needs assessments
- Structuring discovery activities to uncover true workspace requirements

2. Developing and Confirming the Project Brief
- Drafting and refining client briefs
- Aligning requirements with business strategy
- Securing internal endorsement

3. Workplace Strategy and Benchmarking
- Benchmarking existing and potential locations
- Stay-vs-go analysis to inform property decisions

4. Portfolio Strategy and Market Preparation
- Preparing actionable strategies for sourcing
- Converting project briefs into market-ready plans

SKILLS AND COMPETENCIES DEVELOPED

- Needs analysis and discovery facilitation
- Stakeholder communication and alignment
- Strategic property brief development
- Benchmarking and comparative analysis
- Workplace strategy planning
- Risk identification and mitigation in early project stages

PROGRAM FEATURES

- Flexible, self-paced online learning
- Downloadable Participant Guide and Course Resource Workbook
- Real-world case studies and practical examples
- Interactive quizzes and video tutorials
- Ongoing learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Position yourself as the strategic voice behind every property decision.

*or click **here** to access the enrolment page.*

![SKILLINGS EDUCATION — SKILL UP YOUR WORKPLACE]

CUSTOMER
EXPERIENCE

Deliver service excellence to end-users and external customers across property and workplace environments.

SHORT COURSES
(20-40 min micro-modules · From AUD $9.99 ea · Self-paced)

> Not sure whether Customer or Workplace Experience is right for your team?
> Use **Customer Experience** to support external clients.
> Use **Workplace Experience** to enhance internal collaboration.

Communication & Interpersonal Skills

- Dealing with Stakeholders Equitably – Building Rapport
- Effective Communications for Influencing Others – Understanding Points of View
- New Starter Inductions – Communication and Clarity
- Preferred Methods of Communications – Modes and Channels
- Selecting Appropriate Forms of Communication
- Understanding How to Clarify – Tools and Techniques to Use

Customer Service Excellence

- How to Create an Amazing Customer Experience
- Meeting Customer Needs – Identifying Customer Needs and Expectations
- Resolving Problems – Determining Priorities for Customer Service Delivery
- Understanding the Customer Experience – Building Service Excellence
- Upselling Capabilities of Your Business

Stakeholder Interaction & Communication

- Giving and Receiving Assistance
- Understanding Customer Interaction – Building a Customer Journey Map

APPLIED MINI COURSES
(Scenario workshops · From AUD $17.99 ea · Self-paced)

Brand Ambassadors for the Customer Experience

Build service-excellence DNA across comms, reporting, data, feedback and space activation.

🎓 E-learning	🕐 160 min
▪▫ Intermediate	💲 AUD $69.99

Understanding Customer Experience – Values & Techniques

Link skills, analysis and service delivery to capture and apply customer experience insights.

🎓 E-learning	🕐 160 min
▪▫ Intermediate	💲 AUD $69.99

CURATED LEARNING PATHS
(Multi-week journey · From AUD $180.00 ea · Self-paced)

> **Coming Soon — register your interest**
> **info@skillingseducation.com.au**

DESIGN
MANAGEMENT

Navigate every stage of workplace fit-out and storage strategy with clear, construction-ready playbooks.

SHORT COURSES
(20-40 min micro-modules · From AUD $9.99 ea · Self-paced)

Strategy / Pre-Design Phase

- Conducting Fieldwork for a Storage Audit
- Storage Strategy – Introduction to a Storage Strategy and Programme
- Sustainable Storage Strategies for Modern Offices
- Understanding Filing & Space Optimisation
- Writing an Effective Storage Audit Report

Schematic Design Phase

- Finalising the Schematic Fitout Design
- Managing Schematic Design in Workplace Fitouts

Design Development to Documentation Phase

- Finalising Fitout Construction Documents
- From Design to Cost: Fitout Budget Preparation
- Working with the Design Manager

Tender & Procurement Phase

- Quantity Surveyor – Assisting with Tender Review and Project Recommendations

Construction & Handover Phase

- Managing Final Fitout Deliverables

CURATED LEARNING PATHS
(Multi-week journey · From AUD $180.00 ea · Self-paced)

- Mastering Workplace Fitout from Design to Delivery [Page 29]

APPLIED MINI COURSES
(Scenario workshops · From AUD $17.99 ea · Self-paced)

From Audit to Action – Storage Consulting in Practice

Design and deliver storage audits that cut paper and create value through professional consulting.

E-learning		80 min	
Beginner		AUD $34.99	

Space Management & Workplace Activation

Optimise space models, activate community zones and monitor utilisation to maximise ROI.

E-learning		80 min	
Intermediate		AUD $34.99	

Storage Consultant Series – The Storage Report

Produce evidence-based storage reports that cut floor space, fit-out and procurement costs.

E-learning		40 min	
Intermediate		AUD $17.99	

Storage Consultant Series – Adding Value to the Bottom Line

Audit, analyse and validate storage needs to inform policy change and value-engineered designs.

E-learning		40 min	
Intermediate		AUD $17.99	

- **Curated Learning Path**
- **Beginner** - Suitable for all experience levels
- **~30 minutes per week** 4-week access self-paced
- **AUD $180.00**
- **Digital Certificate · 3 CPD Credits**

MASTERING
WORKPLACE FITOUT
From Design to Delivery

COURSE OVERVIEW

This program empowers professionals to navigate the full workplace fitout lifecycle, from concept design through to construction documentation. You will gain a clear understanding of design management principles, budget alignment, compliance requirements, and stakeholder engagement—helping you deliver projects with confidence and purpose.

LEARNING OBJECTIVES

By completing this course, participants will be able to:
- Define design team roles, skills, and fee structures in fitout projects
- Identify and document design needs and project deliverables
- Develop design schemes aligned with client requirements and data
- Produce cost-effective estimates and budgets for fitout delivery
- Finalise construction documentation and secure necessary approvals
- Manage quality control and resolve issues during the fitout process

CORE MODULES COVERED

1. Managing Schematic Design
- Leading design workshops
- Refining concept packages
- Aligning early designs with client goals

2. Budget Preparation and Cost Alignment
- Developing estimates from concept to tender
- Managing value engineering and pricing strategies

3. Finalising Design and Fitout Deliverables
- Iterating schematic designs for approval
- Producing coordinated construction-ready documentation

4. Preparing for Construction Execution
- Managing final design documentation
- Overseeing quality control, contractor coordination, and defect management

SKILLS AND COMPETENCIES DEVELOPED

- Schematic and detailed design management
- Budget preparation and cost estimation
- Stakeholder engagement and approvals
- Fitout compliance and quality assurance
- Contract documentation and project readiness
- Risk management and issue resolution

PROGRAM FEATURES

- Self-paced online delivery accessible 24/7
- Downloadable Participant Guide and Course Resource Workbook
- Interactive video tutorials, real-world examples, and case studies
- Dedicated learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Develop the capability to align design vision, budget strategy, and delivery requirements—every step of the way.

*or click **here** to access the enrolment page.*

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

FACILITIES MANAGEMENT

Keep buildings safe, efficient and tenant-ready with proven FM playbooks.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Career Development

- Facility Management Career Paths
- Principles of Facilities Management (FM)

Change Management & Strategic Planning

- The FM Being Onboarded to the Project
- The FM's Part in Closing Out the Project – Celebrating and Measuring Success

Facilities Management & Operations

- Building Operations and Maintenance Management
- Facilities Planning & Core Competencies of a Facility Manager
- Fast and Efficient Clean Up Campaigns
- Neighbourhood Walkthroughs - The Day One Experience
- Site Visit - How to Organise a Successful Show
- Stores Management and Inventory Procurement

Financial & Vendor Management

- Basics of Vendor Management
- Budgeting and Cost Control Management
- Effective Contract Management in the Facilities Industry
- Nuances of Drafting FM Contracts or Agreements

Risk & Continuity Planning

- Business Continuity Planning and Disaster Recovery Plan
- Physical Security, Safety & Risk Management

Workplace Communication & Team Engagement

- Clean Desk Policy – Why Do You Need It?
- Neighbourhood Support Guide – Having Conversations with Your Teams
- Welcome Ceremony – Roles and Responsibilities
- Welcome Pack – What's Provided on Day One

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Facilities Management Foundations - Delivering a Seamless Transition

End-to-end FM checklist for relocation day, first-week stabilisation and ongoing optimisation.

🎓 E-learning		🕐	60 min
📊 Intermediate		💲	AUD $24.99

Managing the Move - From Logistics to Launch Day

Coordinate people, tech and suppliers so relocation causes zero downtime and maximum goodwill.

🎓 E-learning		🕐	40 min
📊 Intermediate		💲	AUD $17.99

Participating and Leading Effective Meetings

Turn project meetings into decision engines with facilitation, action capture and follow-up techniques.

🎓 E-learning		🕐	40 min
📊 Intermediate		💲	AUD $17.99

![SKILLINGS EDUCATION — SKILL UP YOUR WORKPLACE]

FACILITIES
MANAGEMENT

Keep buildings safe, efficient and tenant-ready with proven FM playbooks.

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

The FM's Role in a Workplace Project

Champion service readiness, stakeholder comms and training to ensure seamless workplace go-live.

🎓 E-learning	🕐 80 min
📊 Intermediate	💲 AUD $34.99

An Introduction to Facility Management

Master FM scope, O&M principles and career pathways across public- & private-sector portfolios.

🎓 E-learning	🕐 80 min
📊 Intermediate	💲 AUD $34.99

CURATED LEARNING PATHS
(Multi-week journey • From AUD $180.00 ea • Self-paced)

Coming Soon — register your interest
info@skillingseducation.com.au

SKILLINGS EDUCATION
SKILL UP YOUR WORKPLACE

LEADERSHIP
SERIES

Build empathetic, inclusive leaders who drive culture and performance.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Empathetic & Inclusive Leadership

- Accessing Diversity Through Corporate Mentoring Programs
- How to Engage Employees Through Empathetic Leadership – Empathetic Leadership in a Post Covid World
- The 4 E's of Building New Workplace Cultures – How to Define and Communicate with Your Employees

Managing People & Concerns

- Managing Employee Concerns

Mentorship & Organisational Development

- Developing a Mentoring Culture in Your Organization – The Benefits and Key Considerations

Strategic Leadership in Changing Environments

- Remaining Competitive in Changing Times – Engaging and Retaining Talent
- Strategic Planning in Uncertain Times
- Transitioning to a New Normal – Choosing a Return-to-Work Model for Your Organisation

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Leadership Case Studies – Guiding People & Performance in a Rapidly-Shifting World

Analyse eight real-world scenarios—from return-to-office choices to empathetic leadership—that separate great leaders from good managers.

🎓 E-learning		🕐 160 min	
▮ Intermediate		💲 AUD $69.99	

CURATED LEARNING PATHS
(Multi-week journey • From AUD $180.00 ea • Self-paced)

Coming Soon — register your interest
info@skillingseducation.com.au

PROJECT
MANAGEMENT

Deliver projects on time, on budget and on brief with practical PM frameworks.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Our Project Management short courses are for experienced Project Managers who know the basics but want to see what "good" really looks like in action. We cover the five key process groups—Initiating, Planning, Executing, Monitoring & Controlling, and Closing—along with the core knowledge areas like scope, schedule, cost, and risk management. Plus, we include practical insights and real-world examples that go beyond theory, helping you sharpen your skills and navigate the other important aspects of successful projects with confidence.

Project Integration Management

- Business Case – Building Your Business Case for Board Approval
- Developing the Project Charter – Authorizing the Existence of Your Project
- Developing the Project Charter – Governance Structure
- PCG – Project Initiation Phase
- Project Charter – Understanding the Importance and Process
- Project Launch
- Develop Your Project Management Plan
- PCG – The Planning Phase
- Direct and Manage Project Work – Producing the Planned Project Deliverables
- Manage Project Knowledge – Managing Both Explicit and Tacit Knowledge
- Monitor and Control Project Work
- PCG – Monitoring How Things Are Going
- PCG – Closeout Phase
- Project Closeout

Project Scope Management

- Creating a Work Breakdown Structure (WBS)
- Plan Scope Management – Defining and Planning Your Project Scope Requirements
- Requirements Capture – Validating Requirements and Starting the Engagement
- Requirements Delivery – Control Your Scope
- Requirements Management – Validate Scope and the Formal Acceptance of Project Deliverables

Project Schedule Management

- Defining the Activities – What the Project May Be Delivering Against
- Develop the Milestone Program – Project Deliverables and Work Breakdown
- Developing the Project Schedule
- IT Fitout Works Program
- Monitor and Control the Project Schedule
- Sequencing the Schedule Activities

Project Cost Management

- Control Project Costs – Understanding the Cost-Budget Status of the Project
- Estimate Project Costs – Predicting Quantity, Cost, & Price of Resources
- Plan Cost Management – Introduction
- Project Budgeting – How to Get to the Final Project Budget
- Value Engineering in Your Project – Saving Costs and Design Impacts

Project Quality Management

- Quantity Surveyor – Due Diligence Reports
- Statutory Authority Approvals

PROJECT
MANAGEMENT

Deliver projects on time, on budget and on brief with practical PM frameworks.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Project Resource Management

- Acquire Resources – Securing Team Members and Other Resources
- Develop the Team – Getting the Right Team Onboard
- Estimate Activity Resources – Your Project Resource Planning
- Estimate Activity Resources and Durations
- Manage Team – Maintaining a High Performing Project Team
- Plan Resource Management – Introduction

Project Communications Management

- Communication Fundamentals – Every Project Manager Should Understand Communication 'MUSTS'
- Introduction to Project Communication Management
- Manage Communications – The Documents and Skills to Achieve Best Results
- Plan Communication Management – The High-Level Process for Communicating Project Milestones

Project Risk Management

- Introduction to Project Risk Management
- Risk Awareness – Risk Profiles Across Your Project

Project Procurement Management

- Introduction to Project Procurement Management
- Procure Key Project Consultants – Onboarding and Checklists
- Procurement Fundamentals
- Procurement Types – How Are You Going to Procure?
- Project Procurement and Procurement Planning

Project Stakeholder Management

- Introduction to Project Stakeholder Management
- Project Stakeholders Roles and Responsibilities – What Does Your Role Entail?
- RACI Matrix

Execution & Industry-Specific Topics

- Decomposing a Fitout Project – Preview into Your Project and Milestones
- Fitout Construction Works
- Incorporating New Technologies into Workplace Projects

Project Leadership Essentials

- New Construction & Fitout Construction Project – What's the Difference
- Project Appreciation – The Project Directors Accommodation Project
- The Project Directors Role – Managing a Commercial Property Accommodation Project
- Understanding the Property Strategy, Budget & Business Case

Tools, Frameworks & Methodologies

- Approval of PMP and HSE Plans
- Introduction to Project Cost Management
- Introduction to Project Management
- Introduction to Project Quality Management
- Introduction to Project Resource Management
- Introduction to Project Scope Management
- Introduction to Project Time Management
- Introduction to the Process Lifecycle – Learning the Process Groups and Phases
- Project Management Framework
- Project Management Methodologies and the PMO
- Project Management Process – Build on Your Knowledge of Project Management Principles

PROJECT MANAGEMENT

Deliver projects on time, on budget and on brief with practical PM frameworks.

APPLIED MINI COURSES
(Scenario workshops · From AUD $17.99 ea · Self-paced)

Overview of Project Management — The System & Methodology

See how a proven PM life-cycle and supporting processes translate concept into delivery.

🎓 E-learning		🕐 90 min	
📊 Intermediate		💲 AUD $39.99	

Introduction to the New Premises Project

De-risk site moves by decoding construction variables, PMO structures and milestone mapping.

🎓 E-learning		🕐 150 min	
📊 Intermediate		💲 AUD $59.99	

Understanding the Property Strategy

Link real-estate strategy, budget and due diligence to every downstream project decision.

🎓 E-learning		🕐 60 min	
📊 Beginner		💲 AUD $24.99	

The Role of the Project Control Group (PCG)

Provide executive oversight from initiation through close-out and steer teams to shared goals.

🎓 E-learning		🕐 120 min	
📊 Intermediate		💲 AUD $49.99	

Project Management Framework — A Beginner's Course for Aspiring PMs

Adopt a repeatable framework that anchors every task, deliverable and milestone.

🎓 E-learning		🕐 60 min	
📊 Beginner		💲 AUD $24.99	

Project Management Methodology — A Beginner's Course for Aspiring PMs

Compare Waterfall, Agile & Hybrid methods and choose the right approach for each project.

🎓 E-learning		🕐 60 min	
📊 Beginner		💲 AUD $24.99	

CURATED LEARNING PATHS
(Multi-week journey · From AUD $180.00 ea · Self-paced)

- Managing an Office Fit-out [Page 36]

More details on the curated learning path(s) are provided on the following page(s).

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

- Curated Learning Path
- Advanced - Suitable for senior professionals
- ~1.5 hours per week
  12-week access
  self-paced
- AUD $799.99
- Digital Certificate · 20 CPD Credits

MANAGING AN OFFICE FIT-OUT
For Workplace Project Leaders

COURSE OVERVIEW

Designed for both client-side project leads and occupier-focused teams, this program equips professionals with advanced project delivery skills specific to office fitouts. Participants will explore the full project lifecycle from strategy to execution, with a focus on working in a Project Director role—leading the fitout project from conception through to post-occupancy and exit strategy.

LEARNING OBJECTIVES

By the end of this course, participants will be able to:
- Understand how to plan, manage, and deliver an office fitout project
- Apply project delivery methods across each phase from initiation to closeout
- Interpret and manage project scope, stakeholders, and change impact
- Lead project documentation, tendering, and authority approvals
- Use project management templates and tools in real-world applications
- Recognise dependencies between stakeholders and business deliverables

CORE MODULES COVERED

Part 1 – Planning and Initiation
- Introduction to the New Premises Project
- Understanding the Property Strategy
- Project Initiation - Approvals, Program & Launch

Part 2 – Design and Engagement
- Stakeholder Requirements – Developing the Change and Comms Program
- Fitout Design & Documentation
- Statutory Authority Approvals

Part 3 – Delivery and Transition
- Fitout Tender Works
- Fitout Construction Works
- Premises/Floor Readiness
- Transition Planning

Part 4 – Closeout
- Project Closeout
- Exit Strategy

SKILLS AND COMPETENCIES

- Advanced project delivery for commercial office fitouts
- Understanding and applying the Project Management Framework (PMBOK)
- Change management and stakeholder alignment
- End-to-end program delivery including approvals, construction, and transition
- Leadership of multidisciplinary teams
- Use of templates and process controls
- Transferable knowledge across commercial property environments

PROGRAM FEATURES

- Flexible, self-paced online program
- Phase-based checkpoints to reinforce project logic and delivery
- Downloadable Participant Guide and Course Resource Workbook
- Interactive video tutorials, case studies, and knowledge checks
- Dedicated learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Lead every stage of the office fitout journey—from strategy to handover.

*or click **here** to access the enrolment page.*

LANDLORDS & PROPERTY MANAGEMENT

Build profitable, compliant property portfolios and stronger tenant relationships.

SHORT COURSES

(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Agency & Advisory Roles

- A Well-Planned Property Inspection
- Information Required from the Landlord – Drafting the Agency Agreement
- Tailoring Documents to Meet Tenant Requirements – Examples of Practical Applications
- The Agency Agreement
- The Role of the Landlord and Their Advisors – Attributes and Engagement
- The Role of the Tenant and Their Advisors – Attributes and Engagement

Asset & Building Management

- Capital Improvements and Property Upgrades
- Property Management – Planned Maintenance Plans
- Property Management – The Importance of a Condition Report
- The Building Concierge – What Do They Do?
- Understanding the Importance of Building Grades in Commercial Real Estate

Compliance, Risk & Sustainability

- Crisis Response and Emergency Planning
- Disaster Resilience and Sustainability
- Environmental Risk & Continuity Planning for Property Professionals
- ESG Compliance & Strategy in Real Estate
- Risk Management and Insurance
- The Legal Side of Property Management

Due Diligence & Lease Preparation

- Due Diligence and the Property Review
- Due Diligence Essentials for Real Estate Investment
- Quantity Surveyors – Adding Value to Your Real Estate Strategy
- Reviewing the HOA – and the Due Diligence Required of the Team

Due Diligence & Lease Preparation (cont.)

- The Role of REI Forms and Solicitor Prepared Documents
- Types of Draft Lease Documents and Terms You Should Negotiate

Financial Management & Securities

- Bank Guarantees
- Fees and Who Pays for Them in Different Situation
- Strategic Leasing: Financial Modelling & Negotiation
- Tenant Securities, Bonds and Insurance Providers

Incentives, Contributions & Lease Structuring

- Incentives and Contributions – Exploring the Various Types
- Lease Structures and Types
- Market Differentiation and Leasing Strategy

Leasing Fundamentals

- Introduction to Lease Terms and Lease Language
- Lease Essentials – Financial Analysis of Offers
- Mastering Probing Questioning Techniques
- Property Procurement – Leasing Agreements – What Are They?

Makegood & End-of-Lease Management

- Introduction to Make-Good

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

LANDLORDS & PROPERTY MANAGEMENT

Build profitable, compliant property portfolios and stronger tenant relationships.

SHORT COURSES
(20-40 min micro-modules · From AUD $9.99 ea · Self-paced)

Negotiation & Tenant Relationship Management

- Negotiation Strategies for Rent Reviews
- Property Negotiations – Preferred and Secondary Options
- Tenant Retention and Relationship Management

Rent Review & Valuation

- Introduction to Rent Reviews
- Legal and Regulatory Considerations in Rent Reviews
- Outgoings as Factors in the Rent Review
- Rent Review Methods and Mechanisms

APPLIED MINI COURSES
(Scenario workshops · From AUD $17.99 ea · Self-paced)

Heads of Agreement (HoA) Essentials

Structure lease deals with confidence from first offer to formal commitment.

🎓 E-learning		🕐	60 min
📊 Beginner		💲	AUD $24.99

Incentives & Contributions

Real-world strategies for offering, negotiating and recovering commercial-leasing incentives.

🎓 E-learning		🕐	100 min
📊 Beginner		💲	AUD $39.99

Lease Agreement Documentation Essentials

Master the legal documentation that underpins every commercial lease.

🎓 E-learning		🕐	120 min
📊 Beginner		💲	AUD $49.99

Make-Good Obligations and Reinstatement

Protect landlord interests with enforceable clauses, structured processes and proactive tenant management.

🎓 E-learning		🕐	80 min
📊 Beginner		💲	AUD $34.99

Rent Reviews

Strategies, methods and legal foundations for effective rent reviews.

🎓 E-learning		🕐	100 min
📊 Beginner		💲	AUD $39.99

CURATED LEARNING PATHS
(Multi-week journey · From AUD $180.00 ea · Self-paced)

- Best Practice for Landlord Representatives [Page 39]

💡 More details on the curated learning path(s) are provided on the following page(s).

Curated Learning Path

Beginner - Suitable for all experience levels

~30 minutes per week
4-week access
self-paced

AUD $280.00

Digital Certificate •
2.5 CPD Credits

BEST PRACTICE
FOR LANDLORD REPRESENTATIVES
Delivering Trust and Results

COURSE OVERVIEW

This program equips landlord-side professionals with the knowledge and practical tools to manage leasing, asset performance, tenant relationships, and risk with confidence. Through real-world examples and best-practice frameworks, participants will learn how to deliver commercial outcomes and build enduring stakeholder trust.

LEARNING OBJECTIVES

By completing this course, participants will be able to:
- Apply best-practice standards across leasing, tenant engagement, and asset management
- Develop tenant retention strategies that enhance satisfaction and reduce turnover
- Evaluate capital improvements and prioritise upgrades to improve property value
- Identify and manage risks through insurance and business continuity planning
- Develop a Unique Value Proposition and implement market differentiation strategies
- Respond to crises and emergencies with structured, confident action

CORE MODULES COVERED

1. Tenant Retention and Relationship Management
- Strengthen tenant relationships to support long-term occupancy and satisfaction.

2. Capital Improvements and Property Upgrades
- Prioritise capital upgrades to maximise ROI and asset performance.

3. Risk Management and Insurance
- Manage risk and insurance to protect operations and ensure compliance.

4. Market Differentiation and Leasing Strategy
- Develop leasing strategies that align with asset positioning and market differentiation.

5. Crisis Response and Emergency Planning
- Plan and lead effective crisis response through communication and operational readiness.

SKILLS AND COMPETENCIES DEVELOPED

- Tenant relationship and retention management
- Capital planning and value enhancement
- Risk identification and mitigation
- Strategic leasing and market positioning
- Crisis management and contingency planning
- Stakeholder communication and alignment

PROGRAM FEATURES

- Flexible, self-paced online delivery
- Downloadable Participant Guide and Course Resource Workbook
- Interactive case studies, quizzes, and real-world scenarios
- Dedicated learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Build your expertise as a landlord representative and drive stronger commercial results.

*or click **here** to access the enrolment page.*

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

RELOCATION
MANAGEMENT

Plan, procure and execute seamless business moves with confidence.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Communication, Reporting & Meetings

- Relocation Information Needs – Working with the Business Units
- Relocation Meeting Agendas
- Relocation Reporting Frequencies – Reporting the Right Things at the Right Time
- Relocation Reporting Tools – Report Achievements, Document Achievements and Performance Manage

Health, Safety & Compliance

- OH&S/WHS Guidelines and Requirements – Who is Doing The Role of the OH&S Rep?
- WHS Management Systems – How These Are Used to Manage Health and Safety

Planning & Strategy

- Business Continuity Planning In Relocations – Why is This Important?
- Business Relocation Complexities – One Move or More?
- Defining a Relocation Project Scope – What is the Relocation Project About?
- Developing Business Relocation Strategies
- Relocation Databases – Documents That Monitor and Control Performance
- Setting Up Master Relocation Documents – What Are They and Why Do You Need Them?

Procurement & Vendor Engagement

- Engage Removalist – The Request for Tender Process
- Procuring the Removalists – What's Important to Your Business?
- Removalist Interview Questions – What to Ask Your Removalist Providers
- Scope of Works Brief – What's Required Before You Procure?

Procurement & Vendor Engagement (cont.)

- When Do You Engage Your Removalists – Get Your Timing Right!
- Working with the Removalists – How Will You Be Working Together?

Project Governance & Stakeholders

- Engaging the Move Champions
- External Roles & Responsibilities
- External Stakeholder Groups – Learn About What They Do and Why You Need to Work with Them
- Relocation Committee Close Out – Review and Debrief on the Relocation
- Setting Up Your Relocation Team – Nominations and Introductions

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Premises & Floor Readiness

Coordinate teams, champion service experience and guarantee business-wide readiness for Day One success.

🎓 E-learning		🕐 60 min	
▮▮▮ Intermediate		$ AUD $24.99	

CURATED LEARNING PATHS
(Multi-week journey • From AUD $180.00 ea • Self-paced)

Coming Soon — register your interest
info@skillingseducation.com.au

WORKPLACE
EXPERIENCE

Elevate everyday performance and culture through core workplace skills.

SHORT COURSES
(20-40 min micro-modules • From AUD $9.99 ea • Self-paced)

Not sure whether Workplace or Customer Experience is right for your team?
Use **Workplace Experience** to enhance internal collaboration.
Use **Customer Experience** to support external clients.

Personal Effectiveness & Growth

- Improving Performance – Seeing Change as an Opportunity to Improve Performance
- Making Judgements – Critical Thinking in All Areas of Your Role
- Making the Most of Feedback
- Managing and Analysing Performance – Seeing Change as an Opportunity for Growth
- Managing Stress – Keeping Focused in High Pressure Situations
- Monitor Own Performance – Understanding How Your Performance Impacts and Influences Others
- Optimising Feedback
- Organising Your Thoughts – Coping in Changeable Environments
- Understanding Problems and Change – Contributing Positively to the Change Process

Teamwork & Leadership

- Delegation – Coaching Employees to Succeed in Their Roles
- Developing Your Team – Creating and Maintaining a High Performing Team
- Team Lead Session Guide – Developing a Team Purpose
- Working as a Team Player – Contributing to the Team

Technology & Vendor Management

- Anticipating and Mitigating Issues – Vendor Management
- Assisting Technology for Communication in the Workplace
- Logistics Management – Monitoring Vendors and Suppliers
- Quality Assurance – Managing Quality of Service from Vendors and Suppliers
- Quality Control – Detecting Variations in Supply or Service

Workplace Knowledge & Foundations

- Common Office Models
- History of Office Environments
- Planning Your Resources
- Preparing Workplace Documents
- Understanding Changes – Change Factors in Knowledge Management
- Understanding Workplace Policy and Procedures

Workplace Operations, Safety & Facilities

- Access Coordination & Security
- Cooperation in the Workplace – Preventive & Predictive Maintenance
- High Level Building Code Safety
- Key Office Safety Controls
- Space Activation of the Community Building
- Space Management – Workplace Management in the FM Industry

![Skillings Education logo — SKILLINGS EDUCATION · SKILL UP YOUR WORKPLACE]

WORKPLACE
EXPERIENCE

Elevate everyday performance and culture through core workplace skills.

APPLIED MINI COURSES
(Scenario workshops · From AUD $17.99 ea · Self-paced)

Interpreting Information – Understanding Workplace Communication

Master the flow and use of workplace information for clear, confident decision-making.

🎓 E-learning		🕐 40 min	
📊 Intermediate		💲 AUD $17.99	

Resilience and Change

Organise thoughts, track progress and build resilience through change.

🎓 E-learning		🕐 80 min	
📊 Intermediate		💲 AUD $34.99	

Learning Leadership Skills

Build leadership confidence through delegation, planning and team development.

🎓 E-learning		🕐 80 min	
📊 Intermediate		💲 AUD $34.99	

Teamwork and Collaboration

Drive team alignment with shared purpose, preventive practices and engaging inductions.

🎓 E-learning		🕐 60 min	
📊 Beginner		💲 AUD $24.99	

Introduction to Effective Communication – Documenting & Reporting

Choose the right channels, analyse info flows and prepare clear, decision-driving documents.

🎓 E-learning		🕐 80 min	
📊 Intermediate		💲 AUD $34.99	

Workplace Safety

Set controls, spot hazards and manage occupancy to embed safety into daily operations.

🎓 E-learning		🕐 60 min	
📊 Intermediate		💲 AUD $24.99	

CURATED LEARNING PATHS
(Multi-week journey · From AUD $180.00 ea · Self-paced)

Coming Soon — register your interest
info@skillingseducation.com.au

WORKPLACE STRATEGY

Turn data and vision into spaces that drive business performance.

SHORT COURSES
(20-40 min micro-modules · From AUD $9.99 ea · Self-paced)

Workplace Strategy Foundations

- Choosing the Right Person for the Strategist Role
- Conducting a Workplace Needs Analysis
- Creating the Workplace Strategy Report: From Insight to Implementation
- Creating Your Workplace
- Master the 7 Key Phases of a Commercial Lease – The Accommodation Timeline
- The Property Leads Journey
- Workplace Analytics 101
- Workplace Strategy: How to Build and Lead a Project Plan
- Your Role as a Workplace Strategist

Workplace Design Concepts & Space Planning

- Design Terms You Should Know
- Planning Workplace Layouts – Spatial Principles for Flexibility and Flow
- Workspace Terms You Should Know

Stakeholder & Team Engagement

- Employee Workshops: What Matters Most and Why It Matters
- Engagement Roadmap for Workplace Planning
- Engaging Stakeholders in Workplace Design and Strategy
- Etiquettes for the New Workplace – And the Role of the Working Group
- Launching a Workplace Project: Aligning Teams from Day One
- Leading Executive Team Interviews in Workplace Projects

Project Execution & Commercial Processes

- Fee Structuring – Calculating Costs for the Project
- Tendering and Proposal Writing – Workplace Strategy Projects

Workplace Themes & Cultural Alignment

- Celebrating Your New Workplace – The Welcome Ceremony
- How People Work – Activating the Workplace and Workforce

APPLIED MINI COURSES
(Scenario workshops · From AUD $17.99 ea · Self-paced)

Winning the Work – Tendering & Fee Structures

Craft value-packed tenders, calculate fees and onboard a high-performing delivery team.

🎓 E-learning	🕐 90 min
Intermediate	💲 AUD $39.99

The Workplace Strategy – Undertaking a Consulting Exercise

Navigate the consulting process with credentials, planning and pitfall awareness.

🎓 E-learning	🕐 90 min
Intermediate	💲 AUD $39.99

WORKPLACE STRATEGY

Turn data and vision into spaces that drive business performance.

APPLIED MINI COURSES
(Scenario workshops • From AUD $17.99 ea • Self-paced)

Stakeholder Engagement for Workplace Strategy

Facilitate discovery, visioning and delivery with confidence and clarity.

🎓 E-learning		🕐	40 min
📊 Intermediate		💲	AUD $17.99

Developing and Delivering Workplace Strategy Themes

Translate discovery insights into strategy and strategy into action.

🎓 E-learning		🕐	40 min
📊 Intermediate		💲	AUD $17.99

The ABCs of Workplace Language

Essential workplace concepts from activity zones to culture cards—decoded and applied.

🎓 E-learning		🕐	140 min
📊 Beginner		💲	AUD $49.99

Understanding Processes Deployed – Gathering Quantitative Evidence

Gather data through workshops and studies, and report board-ready insights.

🎓 E-learning		🕐	180 min
📊 Intermediate		💲	AUD $74.99

Socialise and Deliver the Workplace Themes – People, Process, Places

Turn strategy into sticky change. Embed etiquette charters, cascade upgrades and keep PCG and staff on-side.

🎓 E-learning		🕐	150 min
📊 Intermediate		💲	AUD $59.99

Project Feedback – How Feedback Improves ROI

Protect and prove ROI with structured workshops, ready-to-use agendas and survey tools.

🎓 E-learning		🕐	90 min
📊 Intermediate		💲	AUD $49.99

CURATED LEARNING PATHS
(Multi-week journey • From AUD $180.00 ea • Self-paced)

- An Introduction to Workplace Strategy [Page 45]
- Workplace Strategy — Advanced [Page 46]

💡

More details on the curated learning path(s) are provided on the following page(s).

Curated Learning Path

Beginner - Suitable for all experience levels

~1.0 hours per week
10-week access
self-paced

AUD $399.00

Digital Certificate ·
14.5 CPD Credits

AN **INTRODUCTION** TO WORKPLACE STRATEGY
Building Workplace Foundations

COURSE OVERVIEW

This program provides a foundational understanding of workplace strategy, covering the concepts, roles, and processes involved in workplace change and optimisation. Through practical examples and early-career scenarios, participants will build awareness of how workplace strategy supports business transformation, enhances employee experience, and aligns space, people, and process with organisational goals.

LEARNING OBJECTIVES

By the end of this course, participants will be able to:

- Relate to key terms used in a workplace project
- Appreciate the methodology used by the Workplace Strategist and Change Manager
- Convey the approach taken in discovery and change phases
- Identify templates and tools used across the project lifecycle
- Understand how proposals, campaigns, and programmes support workplace change
- Recognise the role of leadership and communication in successful outcomes

CORE MODULES COVERED

Module 1 – Introduction to Workplace Change
- Understand workplace change and team roles.

Module 2 – Strategy Formulation & Implementation
- Formulate and communicate change priorities.

Module 3 – Technology & the Employee Experience
- Assess tech and spatial needs for employees.

Module 4 – Creating Strategy Encouraging Campaigns
- Discover how to engage staff and promote new ways of working.

Module 5 – Employing Best Practice Policies and Programmes
- Identify needs and strategic design intent.

Module 6 – Linking Reward to Accomplishment of Results
- Support relocation readiness and planning.

Module 7 – Making Use of Strategic Leadership
- Recognise leadership's role in driving change.

SKILLS AND COMPETENCIES DEVELOPED

- Fundamentals of workplace strategy
- Change management awareness
- Communication and engagement planning
- Understanding of spatial and technology impacts
- Workplace project lifecycle knowledge
- Team collaboration and early-stage consulting skills

PROGRAM FEATURES

- Flexible, self-paced online program
- Downloadable Participant Guide and Course Resource Workbook
- Interactive video tutorials, case studies, and knowledge checks
- Scenario-based learning with real-world context
- Dedicated learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Start building a strong foundation in workplace strategy and change management.

*or click **here** to access the enrolment page.*

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

Curated Learning Path

Advanced - Suitable for senior professionals

~1.0 hours per week
10-week access
self-paced

AUD $399.00

Digital Certificate ·
11 CPD Credits

WORKPLACE STRATEGY — ADVANCED
Leading Strategy with Confidence

COURSE OVERVIEW

This program builds advanced capability in the core concepts, phases, and tools of workplace strategy, equipping learners with practical methods used by strategists and change managers. Participants will work through real-world consulting scenarios, learning to engage clients, shape strategic proposals, and deliver data-informed workplace outcomes aligned with business goals.

LEARNING OBJECTIVES

By the end of this course, participants will be able to:
- Understand the process of undertaking a consulting exercise including fee structuring
- Relate to key terms used in a workplace project
- Understand typical milestones in a workplace program and how the Change and Communication Strategy is developed
- Ascertain processes deployed to gather quantitative evidence
- Discuss key deliverables and programs of work introduced through workshop outcomes

CORE MODULES COVERED

Module 1 – Undertaking a Consulting Exercise
- Understand the role, timing, and phases of workplace strategy delivery.

Module 2 – Tendering and Fee Structures
- Learn how to structure proposals, fees, and assemble the right project team.

Module 3 – Gathering Quantitative Evidence
- Learn evidence-gathering processes and engagement techniques used during workplace discovery.

Module 4 – Connecting Strategy and Delivery
- Bridge insights from strategy into workplace design and implementation.

Module 5 – Socialising Workplace Themes
- Translate findings into workplace themes and communicate with stakeholders.

Module 6 – Project Feedback and ROI
- Use feedback to measure impact and improve long-term workplace outcomes.

SKILLS AND COMPETENCIES DEVELOPED

- Workplace strategy consulting
- Client briefing and proposal development
- Fee structuring and onboarding
- Quantitative discovery and evidence translation
- Change and communication planning
- Post-project evaluation and ROI framing

PROGRAM FEATURES

- Flexible, self-paced online learning
- Downloadable Participant Guide and Course Resource Workbook
- Interactive video tutorials, case studies, and knowledge checks
- Downloadable templates and project planning tools
- Dedicated learner support via phone, email, and live chat
- Digital Certificate of Completion

SCAN QR CODE & ENROL TODAY

Expand your consulting impact with strategy skills built for real-world delivery.

*or click **here** to access the enrolment page.*

Collection Pass

Advanced · Self-paced

1–2 hours per week
recommended
Flexible access terms

From AUD $99.00

Digital Certificate ·
CPD Hours

COLLECTION AND BUNDLES
PRICING SNAPSHOT

Choose the licence that fits your team size and timeline—then unlock every course in one skill domain.

ACCESS PLANS & PRICING

(all prices in AUD, inc. GST)

Collection Type	Access Plan	Monthly (30-Day)	Quarterly (90-Day)	Annual
Individual Collection	Individual Plan (1 Seat)	$99	$249	$849
	Team Access (5 Seats)	$419	$1,049	$3,599
Bundle of Two (2 Collections)	Individual Plan (1 Seat)	$169	$419	$1,449
	Team Access (5 Seats)	$719	$1,780	$6,120
Bundle of Four (4 Collections)	Individual Plan (1 Seat)	$319	$799	Enquire
	Team Access (5 Seats)	$1,349	$3,395	Enquire

For organisations with 10 + seats:
Talk to us about enterprise pricing, volume discounts, and LMS integration. We'll customise a licence that fits your team size, reporting needs, and rollout timeline.

Quarterly & Annual savings:
Opting for a 90 day or 12 month pass cuts the effective monthly cost by up to 28 %, giving you more learning time and fewer renewal admin cycles—ideal for sustained capability building and CPD planning.

WHY LEARNERS & TEAMS CHOOSE OUR PASSES

All inclusive access – 8 – 70+ expert led courses per Collection, or up to 160+ when you choose a Bundle.
Any device, any time – desktop, tablet, or mobile with auto synced progress.
Scales with you – individual, small team, and enterprise licences, all tracked in one dashboard.
Instant credentials – digital certificate + CPD credits awarded on completion.

FOR MORE INFORMATION, SCAN QR CODE OR CLICK THIS LINK.
One price. One licence. Master your chosen domain on your schedule.

Prices in AUD, inc. GST.
Access renews at the same term unless cancelled.

COLLECTIONS AND BUNDLES

Access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

INDIVIDUAL COLLECTIONS
(Topic-specific skill sets • From AUS$99 per month • Self-paced)

Change Management

Equip teams to plan, communicate, and land workplace change with confidence.

35 courses | 20-40 min modules

Leasing & Tenant Advisory

Navigate every phase of the deal—strategy, search, execution, and exit—with data-driven confidence.

26 courses | 20-40 min modules

Landlords & Property Management

Build profitable, compliant portfolios and strengthen tenant relationships.

42 courses | 20-40 min modules

Workplace Strategy

Turn business goals into spatial strategies that actually deliver.

22 courses | 20-40 min modules

Project Management

Deliver workplace projects on time, on budget, and on brief.

71 courses | 20-40 min modules

Workplace Experience

Enhance daily performance and culture with core workplace skills.

30 courses | 20-40 min modules

Customer Experience

Deliver standout service across the entire property and workplace journey.

13 courses | 20-40 min modules

Facilities Management

Keep workplaces efficient, tenant-ready, and future-proof.

20 courses | 20-40 min modules

Design Management

Master fitout delivery—from spatial audit to construction handover.

12 courses | 20-40 min modules

COLLECTIONS AND BUNDLES

Access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

INDIVIDUAL COLLECTIONS
(Topic-specific skill sets • From AUS$99 per month • Self-paced)

Leadership Series

Build empathetic, inclusive leaders who drive performance and trust.

8 courses | 20-40 min modules

Relocation Management

Plan and execute workplace moves with zero downtime and full team buy-in.

23 courses | 20-40 min modules

What's the difference between Collections and Bundles?

Collections: Curated, role-aligned courses that help you build deep capability in a focused area.
Bundles: Strategic pairings that solve real-world challenges by combining the right Collections.

BUNDLES (BUNDLE OF TWO)
(Strategic combinations • From AUS$169 per month • Self-paced)

### 1. Workplace Innovation & Operational Delivery

Workplace Experience
Enhance daily performance and culture with core workplace skills.

Change Management
Equip teams to plan, communicate, and land workplace change with confidence.

This bundle combines frontline property knowledge with proven service excellence strategies—so teams can run spaces that not only function well, but feel great to work in.

2. Service-Driven Property Management
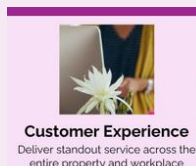
Customer Experience
Deliver standout service across the entire property and workplace journey.

Landlords & Property Management
Build profitable, compliant portfolios and strengthen tenant relationships.

This bundle builds confidence and capability in frontline roles by combining practical property operations with customer service fundamentals.

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

COLLECTIONS AND BUNDLES

Access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

BUNDLES (BUNDLE OF TWO)
(Strategic combinations · From AUS$169 per month · Self-paced)

3. Commercial Credibility in Bids

Leasing & Tenant Advisory
Navigate every phase of the deal—strategy, search, execution, and exit—with data-driven confidence.

Project Management
Deliver workplace projects on time, on budget, and on brief.

This bundle brings together commercial insight and project execution expertise, helping professionals develop bids that are both competitive and credible.

4. Relocation Readiness & Transition Delivery

Facilities Management
Keep workplaces efficient, tenant-ready, and future-proof.

Relocation Management
Plan and execute workplace moves with zero downtime and full team buy-in.

This bundle provides a full blueprint for managing fit-outs and relocations, with a focus on operational readiness, stakeholder engagement, and seamless handover.

5. Human-Centered Workplace Delivery

Design Management
Master fitout delivery—from spatial audit to construction handover.

Workplace Strategy
Turn business goals into spatial strategies that actually deliver.

This bundle helps professionals align big-picture strategy with practical design delivery.

6. Leading Change with Confidence

Leadership Series
Build empathetic, inclusive leaders who drive performance and trust.

Change Management
Equip teams to plan, communicate, and land workplace change with confidence.

This bundle brings together leadership capability and practical change tools to help professionals move from managing tasks to inspiring progress.

7. Human-Centered Fitouts & Seamless Transitions

Project Management
Deliver workplace projects on time, on budget, and on brief.

Workplace Strategy
Turn business goals into spatial strategies that actually deliver.

This bundle helps teams deliver not just spaces, but experiences—connecting workplace strategy with practical delivery to ensure spaces are fit for purpose and adopted with confidence.

8. Client Retention Through Service Strategy

Leasing & Tenant Advisory
Navigate every phase of the deal—strategy, search, execution, and exit—with data-driven confidence.

Landlords & Property Management
Build profitable, compliant portfolios and strengthen tenant relationships.

This bundle connects the dots between deal-making and day-to-day delivery.

![SKILLINGS EDUCATION - SKILL UP YOUR WORKPLACE]

COLLECTIONS AND BUNDLES

Access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

BUNDLES (BUNDLE OF TWO)
(Strategic combinations • From AUS$169 per month • Self-paced)

9. Client Experience & Relationship Retention

Workplace Experience
Enhance daily performance and culture with core workplace skills.

Customer Experience
Deliver standout service across the entire property and workplace journey.

This bundle empowers client-facing teams to blend operational execution with relationship-building. Learn how to listen, anticipate, and deliver experiences that create loyal clients and long-term partnerships.

10. Site-Level Operational Mastery

Workplace Strategy
Turn business goals into spatial strategies that actually deliver.

Facilities Management
Keep workplaces efficient, tenant-ready, and future-proof.

This bundle teaches professionals how to run high-performing sites with confidence—linking planning, safety, compliance, and day-to-day service into one cohesive operational rhythm.

11. Seamless Workplace Moves & Alignment

Workplace Strategy
Turn business goals into spatial strategies that actually deliver.

Relocation Management
Plan and execute workplace moves with zero downtime and full team buy-in.

This bundle brings together space planning, move logistics, and transition readiness to ensure workplace moves land smoothly and keep the business running.

info@skillingseducation.com.au   1300 231 176   skillingseducation.com.au

![Skillings Education logo]

COLLECTIONS AND BUNDLES

Access plan that fits your learning goals—whether you're upskilling on your own, leading a team, or driving organisation-wide capability.

BUNDLES (BUNDLE OF FOUR)
(Strategic combinations • From AUS$319 per month • Self-paced)

1. The Bid-Ready Capability Toolkit

Project Management
Deliver workplace projects on time, on budget, and on brief.

Workplace Strategy
Turn business goals into spatial strategies that actually deliver.

Leasing & Tenant Advisory
Navigate every phase of the deal—strategy, search, execution, and exit—with data-driven confidence.

Landlords & Property Management
Build profitable, compliant portfolios and strengthen tenant relationships.

This bundle equips professionals to speak the full language of the bid—strategic, operational, and commercial. It helps teams to plan proposals that resonate with clients, reflect operational reality, and set projects up to succeed.

FREQUENTLY ASKED QUESTIONS

Getting Started

Q: How do I sign up for a course?
A: You can explore our website and enrol in Short Courses, Applied Mini Courses, and Curated Learning Paths. If you're looking for broader learning, you can also sign up for our Collections (grouped by skill area) or Bundles (strategic combinations of collections for greater value) on our website.

Q: When can I start the courses?
A: Please refer to the following information based on the type of course you have enrolled in:
• If you've purchased our Short Course or Applied Mini Course:
You will gain immediate access to the online learning platform and will be able to start your learning anytime.
• If you've purchased our Curated Learning Path:
You will hold a spot in the program and will be able to start your learning on the designated course start date. Before starting your course, we recommend reviewing the documents provided in your Course Welcome Email.
• If you've purchased our Collection or Bundle:
You will receive an email containing your login credentials and course materials within 2 business hours. Purchases made outside of business hours will be processed on the next business day.

Q: How can I access the courses after signing up?
A: Upon enrollment, you will receive the appropriate access based on your course selection:
• If you've purchased our Short Course or Applied Mini Course:
You will receive a login email with the link to access the online learning platform and course.
• If you've purchased our Curated Learning Path, Collection or Bundle:
You will receive a Course Welcome Email with all the necessary details you need to access the courses.

Q: How can I track my own progress through the course?
A: When you access your course, your dashboard will show you how far you have progressed. This will be represented by a percentage mark of the course completed.

FREQUENTLY ASKED QUESTIONS

Courses

Q: What is the difference between a Short Course, Customised Learning Path, Curated Learning Path and Bespoke Course?
A: The difference between these courses are as followed:
• Short Course: Ideal for quick, subject-specific learning without a significant time commitment. Short courses are dozens of focused topics to help you build skills efficiently.
• Customised Learning Path: Perfect for teams that don't need full course access. Customised Learning Path is specific course libraries organised to align your business needs.
• Curated Learning Path: A structured course series grouped by subject-specific knowledge areas. Curated Learning Paths designed to support targeted skill development.
• Bespoke Course: A fully tailored course that we can build and you can purchase it outright or we can licence it to you. A Bespoke Course is developed specifically for your team or organisation.

Q: What is the difference between a Collection and Bundle?
A: The difference between the Collection and Bundle are as followed:
• Collection: Curated, role-aligned sets of courses focused on a specific topic area.
• Bundle: Strategic groupings of two or more Collections to solve complex industry challenges.

Q: Are the courses suitable for beginners?
A: Yes, our courses are designed for learners of all levels, from beginners to advanced professionals. Courses include real-world scenarios, case studies, and quizzes to reinforce learning, making them ideal for building foundational knowledge or enhancing existing skills.
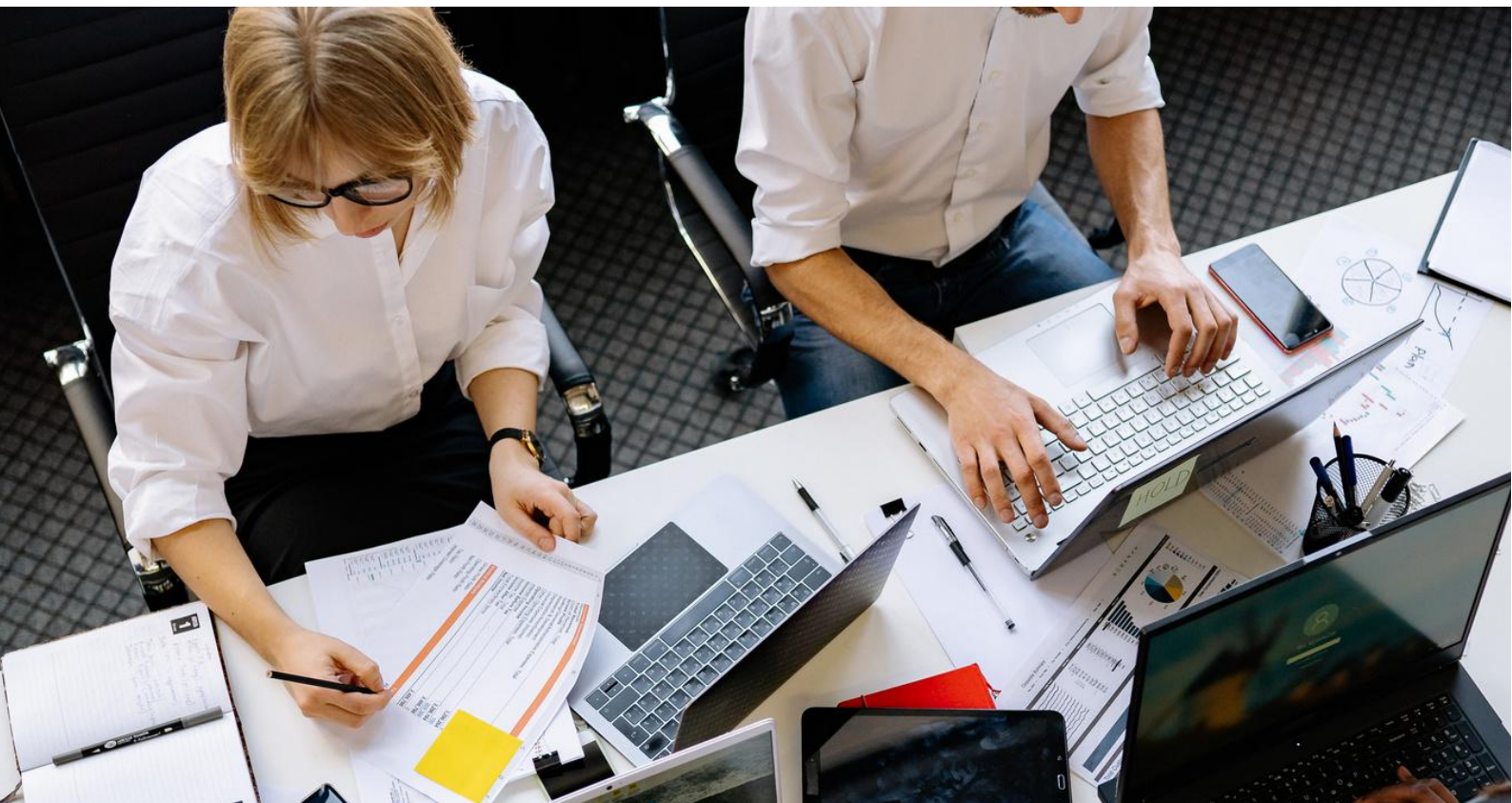
FREQUENTLY ASKED QUESTIONS

Courses (cont.)

Q: How is this program different from any other?
A: We have the only comprehensive self-guided training platform for the real estate and construction industries. Our courses offer a unique exploration of both your own role and the roles of others you will collaborate with in your work. This dual perspective fosters a deeper understanding of your responsibilities and enhances your ability to navigate complex professional relationships, setting our training apart by offering insights that extend beyond traditional role-based learning.

Q: Is there a time limit to complete a course once enrolled?
A: Each course or program includes a recommended study time to help you pace your learning, but your actual access duration is longer to give you the flexibility to complete the course.
• For Short Course:
Your access duration vary based on the course structure, usually ranging from 7 days to 14 days.
• For Applied Mini Course:
Your access duration vary based on the course structure, usually ranging from 2 weeks to 4 weeks.
• For Curated Learning Path:
You can check the course start date and program access duration in the course pages, usually ranging from 2 weeks to 12 weeks.
• For Customised or Bespoke course:
Timelines may vary based on you and/or your organisation's requirements.
• For Collection or Bundle:
Your access duration depends on the plan you select at checkout. You'll choose from monthly, quarterly, or annual access before making payment.

Q: What languages are the courses available in?
A: Our courses are currently available in English. If you require training in another language, contact us to discuss options for tailored or bespoke courses.

Q: Do you offer free courses or trial programs?
A: Yes, we offer a <u>free course</u> for you to experience the value of our training. You can choose one from six targeted short courses, each offering high-impact learning for you and your team. Other than that, you can <u>book a demo session</u> for us to showcase our platform and training solutions.

❓ FREQUENTLY ASKED QUESTIONS

Pricing

Q: What do the different courses and services cost?
A: Our pricing varies depending on the course/program size and type of service. To explore detailed pricing options, visit our website and explore the courses. You can also contact Karen and her team at info@skillingseducation.com.au if you would like to book a time to go through what's right for you.

For Teams

Q: How do I manage my training program?
A: Please refer to the following information based on the type of course you have enrolled in:
• If you've purchased our Short Course/Applied Mini Course/Curated Learning Path as individual:
You will have access to our online learning platform, where you can manage your training and check your learning progress.
• If you've purchased our course program as a team/organisation:
We will provide you with a Team Leader login or its equivalent, allowing you to easily generate reports on your team's progress. If needed, we can assist with this and schedule regular check-ins to ensure everything is on track.

Q: How can I track my teams progress through the course?
A: Talk to Karen and the team and we can work out the best reporting for you.

Q: What information is available about my teams access and use of the program?
A: Reports are available in the eLearning Dashboard. Team leaders have the choice to pull reports themselves or to reach out for assistance.

Q: What does my manager see about my progress through the training program?
A: Your Team Leader will see how far you have progressed percentage-wise through your course. They will see what courses you have completed so far.

FREQUENTLY ASKED QUESTIONS

Q: What are the minimum technology requirements to access these courses?

A: The minimum technology requirements are as followed:

1. Desktop:
 • Broadband Internet connection
 • Web browser:
 • Internet Explorer 8+
 • Firefox 2+
 • Safari on Mac 1.2+
 • Google Chrome (current version)
 • Javascript and Cookies enabled

2. Mobile Devices:
 • Apple iOS devices using Safari mobile web browser
 • Android devices using Google Chrome mobile web browser

Note: While not a requirement, SKILLINGS Education is best viewed using a minimum screen resolution of 1024 x 768px.

FREQUENTLY ASKED QUESTIONS

Certificate/CPD Recognition

Q: Will I receive a certificate upon course completion?
A: Yes, you will receive a certificate of completion for the course or program upon completion. They can be used for professional development records and shared on platforms like LinkedIn to showcase your achievements.

Q: Are SKILLINGS Education courses eligible for CPD recognition across professional bodies?
A: Yes. SKILLINGS Education courses are designed to meet general CPD requirements common to bodies like AIPM, API, RICS, Engineers Australia, and legal societies While formal approval isn't required, we design content to meet key criteria:
• Relevance: Courses address technical skills, ethics, and industry trends (e.g., property valuation, project risk management).
• Structured Outcomes: Formal courses include assessments or certificates; informal options provide templates for self-reporting.

Q: How do I confirm eligibility for my specific professional body?
A: Always consult your body's CPD guidelines. Most accept:
• Formal CPD: Structured courses with clear objectives and evidence (e.g., certificates, quizzes).
• Informal CPD: Self-managed learning with documented outcomes (e.g., course completion reports).

Q: How do I resolve uncertainty about eligibility?
A: Contact your professional body directly to confirm alignment with their criteria. SKILLINGS Education provides documentation (e.g., course outlines, certificates) to simplify reporting.

READY TO TAKE YOUR PEOPLE AND PROJECTS FURTHER?

We welcome opportunities to partner with individuals, enterprises, recruiters, and industry bodies. Let's explore how our programs can support your goals.

SKILLINGS EDUCATION
SKILL UP YOUR WORKPLACE

Providing on-demand real estate and property education for individuals and organisations, accessible to everyone, anytime.